



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 525  
LOS ANGELES, CALIFORNIA 90012-2706  
PHONE: (213) 974-8301 FAX: (213) 626-5427

J. TYLER McCAULEY  
AUDITOR-CONTROLLER

WENDY L. WATANABE  
CHIEF DEPUTY

December 11, 2007

TO: Supervisor Yvonne B. Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *TM*  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – FAMILY  
SOLUTIONS, INCORPORATED - COBBLESTONE, HEATH TERRACE,  
SANTA ANA AND SHADYBROOK GROUP HOMES**

We have completed a review of Cobblestone, Heath Terrace, Santa Ana and Shadybrook Group Homes (Group Home or Agency) operated by Family Solutions, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Cobblestone and Heath Terrace Group Homes are each six-bed facilities, which provide care for girls ages 13-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Cobblestone Group Home was providing services for six DCFS children. Heath Terrace Group Home was providing services for five DCFS children.

Santa Ana and Shadybrook Group Homes are each six-bed facilities, which provide care for boys ages 13-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Santa Ana Group Home was providing services for five DCFS children and one Orange County child. Shadybrook Group Home was providing services for three DCFS children and two Orange County children.

Heath Terrace Group Home is located in the Fifth District. Cobblestone, Santa Ana and Shadybrook Group Homes are located in Orange County.

*"To Enrich Lives Through Effective and Caring Service"*

### **Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

The Agency needs to clean the carpet in all four Group Homes.

Cobblestone Group Home needs to paint the exterior trim, clean the oven and repair the bathtub faucet. Additionally, the Group Home needs to provide sufficient lighting in the dining room, repair or replace the standing lamps in bedrooms two and three and repair the window screen in bedroom three. The Group Home also needs to provide age-appropriate children with opportunities to participate in emancipation and vocational programs.

Heath Terrace Group Home needs to landscape the backyard, clean the stovetop, repair the dining room ceiling and replace the dressers in bedrooms one and three. Additionally, the Group Home needs to assess children within thirty days of placement and include all treatment team members and the child in the development and implementation of the Needs and Services Plans. The Group Home also needs to provide all children with the required minimum weekly allowance.

Santa Ana Group Home needs to clean the bathroom tub and sink, replace the dayroom sofas and the light fixture cover in bedroom one. Additionally, the Group Home needs to repair the closet door in bedroom one, replace the headboard in bedroom two and the desk in bedroom three and remove the clothes and personal items from the floors in bedrooms two and three. The Group Home also needs to encourage and assist children in creating and maintaining photo albums/life books.

Shadybrook Group Home needs to paint the exterior of the Group Home.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. However, since the time of the review, the Agency has closed all four Group Homes. We recommend that if in the future DCFS again contracts with this Agency, DCFS needs to ensure that Family Solutions management takes appropriate action to address all recommendations in this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

JTM:DC:CC:gfw

#### **Attachments**

c: William T Fujioka, Chief Executive Officer  
Patricia S. Ploehn, Director, DCFS  
Susan Kerr, Chief Deputy Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
John Peel, Executive Director, Family Solutions, Incorporation  
Public Information Office  
Audit Committee

**Family Solutions, Incorporated  
Cobblestone Group Home  
La Habra, California 90631  
License Number: 3060000809  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Cobblestone Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, the exterior trim paint is peeling.

Generally, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture in the Group Home. The Group Home provides a home-like environment. However, the carpet throughout the Group Home and the oven are dirty. The bathtub faucet leaks and there is insufficient lighting in the dining room.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings are in good repair. However, the carpet is damaged in bedroom three. In bedrooms one and three, the standing lamps are not properly installed and in bedroom two, the window screen is not securely attached to the window. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Family Solutions management:**

- a. Paint the exterior trim.
- b. Clean the carpet throughout the Group Home.
- c. Clean the oven.
- d. Repair the bathtub faucet.

- e. Provide sufficient lighting in the dining room.
- f. Repair the carpet in bedroom three.
- g. Repair or replace the standing lamps in bedrooms two and three.
- h. Repair the window screen in bedroom three.

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendation**

**There are no recommendations for this section.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are not provided with opportunities to participate in emancipation and vocational programs as appropriate.

### **Recommendation**

2. Family Solutions management provide age-appropriate children with opportunities to participate in emancipation and vocational programs.

## **IV. Recreation and Activities**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendation**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

### **Comments:**

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

### **Recommendation**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment – Interviews with children**

**Sample size: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior. Children also report that they are assigned chores that are reasonable and not too demanding.

Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice. Children also receive voluntary medical, dental and psychiatric care.

Children report satisfaction with meals and snacks.

**Recommendation**

**There are no recommendations for this section.**

**VII. Clothing and Allowance****Method of assessment – Review of relevant documents and interviews****Sample size: Two****Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

**There are no recommendations for this section.**

**Family Solutions, Incorporated  
Heath Terrace Group Home  
West Covina, California 91791  
License Number: 191592069  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Heath Terrace Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean. However, the back yard is not landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the carpet in the common areas and the kitchen stovetop and oven are dirty. There is a water stain on the ceiling in the dining room.

Generally, children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. However, the dressers in bedrooms one and three are worn and damaged. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Family Solutions management:**

- a. Landscape the backyard.**
- b. Clean the carpet in the common areas.**



- c. Clean the stovetop and oven.
- d. Repair the dining room ceiling.
- e. Replace the dressers in bedrooms one and three.

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. However, one child was not assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current, comprehensive and include short and long term goals. However, input from all members of the treatment team and the child is not included in the development or implementation of the NSPs.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendations**

#### **2. Family Solutions management:**

- a. Assess all children for needed services within thirty days of placement.
- b. Include input from all members of the treatment team and the child in the development and implementation of the NSPs.

## **III. Educational and Emancipation Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help

and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendation**

**There are no recommendations for this section.**

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendation**

**There are no recommendations for this section.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

**Recommendation**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment – Interviews with children**

**Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior. Children also report that they are assigned chores that are reasonable and not too demanding.

Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice. Children also receive voluntary medical, dental and psychiatric care.

Children report satisfaction with meals and snacks.

#### **Recommendation**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

- 3. Family Solutions management provide children with the required minimum weekly allowance.**

**Family Solutions, Incorporated  
Santa Ana Group Home  
Santa Ana, California 92705  
License Number: 306000530  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Santa Ana Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the bathroom tub and sink are dirty. The dayroom sofas are torn and worn.

Children's bedrooms are adequately maintained. The rooms have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. However, the carpet is dirty in bedrooms one and two. In bedroom one, the light fixture cover is missing and the closet door and dresser are damaged. In bedroom two, there are clothes and personal items on the floor and a headboard is damaged. In bedroom three, there is writing on the desk and there are clothes on the floor. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Family Solutions management:**

- a. Clean the bathroom tub and sink.**
- b. Replace the dayroom sofas.**
- c. Clean the carpet in bedrooms one and two.**

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- d. Replace the light fixture cover in bedroom one.
- e. Repair the closet door in bedroom one.
- f. Replace the dresser in bedroom one, the headboard in bedroom two and the desk in bedroom three.
- g. Remove the clothes and personal items from the floor in bedrooms two and three.

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current, comprehensive and include short and long term goals. However, input from all members of the treatment team and the child is not included in the development or implementation of the NSPs.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendation**

- 2. Family Solutions management include input from all members of the treatment team and the child in the development and implementation of the NSPs.

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help

and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendation**

**There are no recommendations for this section.**

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendation**

**There are no recommendations for this section.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment – Interviews with children**

**Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior. Children also report that they are assigned chores that are reasonable and not too demanding.

Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice. Children also receive voluntary medical, dental and psychiatric care.

Children report satisfaction with meals and snacks.

#### **Recommendation**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, children are not encouraged or assisted in creating and maintaining photo albums/life books.



**Recommendation**

- 3. Family Solutions management encourage and assist children in creating and maintaining photo albums/life books.**

**Family Solutions, Incorporated  
Shadybrook Group Home  
Tustin, California 92780  
License Number: 306001056  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Shadybrook Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. However, the exterior paint has not been completed. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the carpet is dirty throughout the Group Home.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Family Solutions management:**

- a. Paint the Group Home exterior.**
- b. Clean the carpet throughout the Group Home.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

#### **Recommendation**

**There are no recommendations for this section.**

## **III. Educational and Emancipation Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

#### **Recommendation**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

##### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

##### **Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

##### **Recommendation**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

##### **Method of assessment – Review of relevant documents**

##### **Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

##### **Recommendation**

**There are no recommendations for this section.**

#### **VI. Personal Rights**

##### **Method of assessment – Interviews with children**

**Sample size: Two**

##### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff

supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior. Children also report that they are assigned chores that are reasonable and not too demanding.

Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice. Children also receive voluntary medical, dental and psychiatric care.

Children report satisfaction with meals and snacks.

### **Recommendation**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendation**

**There are no recommendations for this section.**

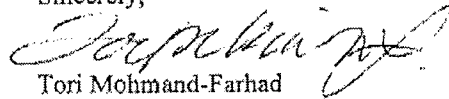
November 29, 2007

Candace Rhue  
Group Home Audit Supervisor  
Department of Auditor-Controller  
Kenneth Hahn Hall of Administration  
500 W. Temple St., Room 515-A  
Los Angeles, CA. 90012

Dear Ms. Rhue

Attached you will find the updated Corrective Action Plan for the Group Home Evaluation Review, dated October 4, 2007. If you have any further questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Tori Mohmand-Farhad", with a stylized flourish at the end.

Tori Mohmand-Farhad  
Programs Director  
(714) 835-1333 ext. 119

# **FAMILY SOLUTIONS, INC. CORRECTIVE ACTION PLAN**

## **La Habra House**

### **I. FACILITY AND ENVIRONMENT**

#### **RECOMMENDATIONS:**

1. Family Solutions Management
  - a. Paint the exterior trim.
  - b. Clean the carpet throughout the Group Home.
  - c. Clean the oven.
  - d. Repair the bathtub faucet.
  - e. Provide sufficient lighting in the dining room.
  - f. Repair the carpet in bedroom three.
  - g. Replace the standing lamps in bedrooms two and three.
  - h. Repair the window screen in bedroom three.

#### **CORRECTIVE ACTION PLAN**

- a. The exterior of the house has been painted.
- b. Carpets cleaned throughout the Group Home and will be cleaned on a monthly basis by maintenance personnel.
- c. Oven has been cleaned and will be monitored and cleaned on daily basis by staff and monitored by the Facility Administrator on a weekly basis.
- d. The bathtub faucet was repaired. The staff and Facility Administrator (Frances Allain, will monitor on a daily/weekly basis.
- e. Extra Lighting bulbs were put in the dining room.
- f. Carpet was repaired in bedroom three.
- g. The standing lamps were repaired in bedrooms two and three.
- h. The window screen in bedroom three was repaired.

(Staff will routinely inspect the Group Homes and site any deficiencies on a Maintenance Request Form for the Maintenance Personnel. Further, the Facility Administrator, Frances Allain and/or the Senior Child Care Worker will inspect the home on a weekly basis and documents the required maintenance on the Request Form. The Maintenance Personnel, Ken Polucha will conduct an inspection on a monthly basis. He is scheduled one day a week in each of the Group Home. When emergencies arise, he is able to travel between the group homes on a daily basis.)

### **II. EDUCATIONAL AND EMANCIPATION SERVICES RECOMMENDATION**

- Family Solutions management provides age-appropriate children with opportunities to participate in emancipation and vocational programs.

#### **CORRECTIVE ACTION PLAN**

- Family Solutions, Inc. will provide in-house Independent Living Skills. Furthermore, children will be encouraged to get jobs at the age of eighteen. In addition, all of the children started a Leadership and Life Skills course on November 1, 2007, which is a 15-week Youth Training class, held twice week in our office. (The table of contents is included for your review.)

#### **West Covina House**

The West Covina Group Home officially closed on September 28, 2007. It will reopen sometimes in the next few months as a Transitional Living Home for Youth 18-26 years of age. All children were given their minimum weekly allowances before their departure.

#### **Santa Ana House**

##### **RECOMMENDATIONS:**

- Family Solutions Management
  - a. Clean the bathroom tub and sink.
  - b. Replace the dayroom sofas.
  - c. Clean the carpet in bedrooms one and two.
  - d. Replace the light fixture cover in bedroom one.
  - e. Repair the closet door in bedroom one.
  - f. Replace the dresser in bedroom one, the headboard in bedroom two and the desk in bedroom three.
  - g. Remove the clothes and personal items from the floor in bedrooms two and three.

##### **CORRECTIVE ACTION PLAN**

- a. The bathroom tub and sink were cleaned.
- b. The dayroom sofas were replaced.
- c. The carpet was cleaned throughout the house.
- d. The light fixture cover was replaced in bedroom one.
- e. The closet door in bedroom one was repaired.
- f. The dresser in bedroom one was refinished. The headboard in bedroom two was repaired. The desk in bedroom three had graffiti on it, which was cleaned.
- g. Clothes and other personal items were removed from the bedroom two and three floor.

The Staff as well as the residents will be responsible for the upkeep of their rooms. Residents will be further encouraged to clean their rooms, pick up their clothes and



perform other chores as part of their independent living skills. The Group Home staff will perform a daily inspection of the house and log any deficiencies on a Maintenance Request Form for the Maintenance Personnel. Further the Facility Administrator, Kristin Dutwiler and/or the Senior Child Care Worker will inspect the home on a weekly basis and documents the required maintenance on the Request Form. The Maintenance Personnel, Ken Polucha will conduct and inspection on a monthly basis. He is scheduled one day a week in each of the Group Homes. When emergencies arise, he is able to travel between the group homes on a daily basis.) Ken will clean the carpet in each of the home at least every other month.

### **III. Program Services**

#### **RECOMMENDATIONS**

Family Solutions management include input from all members of the treatment team and the child in the development and implementation of the NSP's

#### **CORRECTIVE ACTION PLAN**

Family Solutions management will include input from all members of the treatment team and the child in the NSP's. Prior to the NSP's development, the Clinical Case Manager, Facility Administrator and the Clinical Supervisor will meet with child and the Child's authorized representative for a "Treatment Team Meeting" and come up with goals for the client. Other people who may be involved with the child are also invited, such as Mentors, CASA, etc. This will be documented in the notes and the NSP. Family Solutions Clinical Supervisor and CCM will ensure that everyone is invited to this meeting and this meeting is documented properly.

#### **Tustin (Shadybrook) House**

#### **RECOMMENDATIONS:**

Family Solutions Management

- a. Paint the Group Home exterior.
- b. Clean the carpet throughout the Group Home.

#### **CORRECTIVE ACTION PLAN**

- a. The exterior of the Group Home was painted.
- b. The carpet was cleaned throughout the house.

(Staff will routinely inspect the Group Homes and site any deficiencies on a Maintenance Request Form for the Maintenance Personnel. Further, the Facility Administrator Stanley Powell and/or the Senior Child Care Worker will inspect the home on a weekly basis and documents the required maintenance on the Request Form. The Maintenance Personnel, Ken Polucha will conduct an inspection on a monthly basis. Ken will also be scheduled to clean the carpets on a monthly basis. Ken will be scheduled one day a week in each of the Group Home. When emergencies arise, he is able to travel between the group homes on a daily basis.)

**Home. When emergencies arise, he is able to travel between the group homes on a daily basis.)**